

JOB DESCRIPTION

Job Title:	SWS Coordinator Mental Health	Grade:	SG7
Department:	Directorate of Student and Academic Services (SAS)	Date of Job Evaluation:	November 2012
Role reports to:	Assistant Head of Student Wellbeing Services (Counselling and Mental Health)		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Wellbeing Co-ordinators (Mental Health, Counselling & Disabilities/dyslexia), Student Wellbeing Services Office Manager, Head of Student Wellbeing Services, colleagues across SAS and in other Directorates and Faculties.		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

- To facilitate and deliver mental health support to students, including those in crisis, to help them realise their potential during their time at University
- To provide expert advice, support, problem-solving and a resource for University staff as a referral point for students presenting with mental health issues to include the development and maintenance of appropriate Mental Ill Health emergency response protocols
- To promote and market the service effectively, focusing on the student experience reflected in the “settle, stay, succeed” model of OSA Student Services
- To take a lead role in maintaining and developing appropriate referral and sign-posting relationships, both internally and externally, on behalf of the service
- To work with the Head of Student Wellbeing and team colleagues to deliver a high quality customer-focused service, in line with corporate and departmental objectives
- To develop and deliver a range of wellbeing initiatives for students, facilitating networks addressing issues such as student isolation, stress, anxiety and depression
- To work closely with the Student Wellbeing colleagues to ensure a holistic approach for students who have disclosed a mental health disability, raising awareness of the support available to them to enable full engagement with all aspects of university life

KEY ACCOUNTABILITIES:**Team Specific:**

- To participate fully, as part of a multi-skilled team, in providing professional, confidential support, triage and assisted self help to students with mental health issues including those in crisis
- To provide an out-of-hours emergency support resource, as required
- To contribute and develop appropriate assisted self help techniques
- To develop and maintain effective internal and external relationships and networks for student referral and signposting, acting as a specialist point of contact for students in crisis
- To maintain records, data input and completion of forms in accordance with agreed service procedures and processes, working with the Student Wellbeing Office Manager
- To participate in a rota of service cover for Wellbeing staff during periods of heavy demand and in their absence, including vacation cover, as required
- To participate in team development activities, including coaching and induction of new staff, as required
- To participate and promote Student Wellbeing initiatives and to actively participate in relevant events such as Wellbeing Day, Fresher's Fairs etc

Generic:

- To conduct initial screenings, make assessments and refer students to appropriate professional services e.g. local GPs, self-help groups, community Mental Health Trusts etc.
- To provide casework support to students with Mental Health needs across the university
- To plan and deliver Wellbeing group training to university staff and students, as required
- In liaison with the university's Data Protection Officer, to ensure that the Student Wellbeing service complies with the Data Protection and Freedom of Information Acts
- To be proficient in the use of technology to support the development and use of the on-line resources, assistive technology and distance interventions (e.g. Skype)
- To maintain, develop and deliver relevant promotional material and information resources for the Student Wellbeing publications and web pages, as required

- To represent the service at relevant committees and working groups, both internally and externally e.g. the Welfare Forum, as required
- To help raise the profile of OSA as a professional, innovative and efficient department

Managing Self:

- The post-holder will be self-motivated with the ability to work on their own initiative with a minimum amount of day-to-day supervision
- To work accurately under pressure and to tight deadlines, as required
- The post-holder will be required to take an active role in professional and OSA Staff Development activities
- To be team-focused
- Ability to work flexibly to support students in crisis, taking a lead role in co-ordinating response across the campuses

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements:

- A willingness to provide out-of-hours and emergency support for students in crisis, as required
- To represent the service at the appropriate focus groups, committees etc.
- Any other duties as appropriate to the post and grade
- A willingness to travel to or work from any of the university's sites as necessary

KEY PERFORMANCE INDICATORS:

- Sector-benchmarked levels of student satisfaction: To ensure high levels of student satisfaction with the services provided by the Student Wellbeing team
- Legal compliance e.g. Freedom of Information, Data Protection
- Service feedback report analysis
- Satisfactory quality audit reports
- Satisfactory performance management reports including appraisal

KEY RELATIONSHIPS (Internal & External):

- University students and staff including personal tutors
- Head of Student Wellbeing Services and team
- Academic staff including personal tutors
- Chaplaincy
- Facilities Management (incl. Accommodation) staff
- Local Mental Health Trust staff, GPs and hospitals
- External agencies and community groups

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Expert practitioner, professionally trained in the field of Mental Health/Health Care • Minimum 3 years post-qualification experience in the field of mental health crisis and support • Experience of identifying, responding to and referring those with mental illness or in need of psychiatric support/assessment • Experience of working with people from diverse backgrounds and with special needs <p>Skills</p> <ul style="list-style-type: none"> • Ability to work flexibly in response to mental health crises or other similar urgent situations, including flexible working hours/locations • Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines • Excellent interpersonal skills with the ability to build effective working relationships with colleagues from clinical and non-clinical backgrounds • Excellent verbal, written and presentation 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working as a part of a multi-skilled team • Experience of working in Higher Education or with young people <p>Skills</p> <ul style="list-style-type: none"> • Counselling skills/good understanding of relevant therapies • Knowledge of relevant regulatory framework • Experience of risk management

- skills
- Ability to keep accurate records and to use IT effectively
- Willingness to participate fully in staff training activities, including departmental and university events

Qualifications

- Educated to Degree level or equivalent
- A professional Mental Health/Health Care qualification

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Qualifications

- Membership of a relevant professional body

Personal attributes

- N/A